

WS-02987A-08-0180

ORIGINAL

OPEN MEETING AGENDA ITEM
ARIZONA CORPORATION COMMIS

0000119906

UTILITY COMPLAINT FORM

Investigator: Deb ReaganPhone: (Fax:Priority: Respond Within Five DaysOpinion No. 2010 90992Date: 11/9/2010Complaint Description: 08Z Rate Case Items - Other
N/A Not ApplicableComplaint By: First: Last:
Gary NorrisAccount Name: Gary Norris Home: (Street: Work:City: Florence CBR:State: AZ Zip: 85132 is:Utility Company: Johnson Utilities L.L.C. d/b/a Johnson Utilities CompanyDivision: WaterContact Name: Brian TompsettContact Phone: (Nature of Complaint:

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Customer sent the following -

October 20, 2010

Johnson Utilities
968 F. Hunt Hwy.
Queen Creek, Arizona 85143

RE; Account # 00121339-02

Dear Sir or Madam:

Recently I received a bill from your company for water and sewer services through 09/14/2010. I was dismayed to see that, although I received a credit for some services as mandated by the Arizona Corporation Commission, I had four separate charges for a CAGRD Tax added including one listed as "PHX CAGRD." These additional taxes added up to \$112.88 which substantially increased my bill rather than having it decrease as one would expect from the Commission's recent ruling.

I then contacted your office and was told the Arizona Corporation Commission recently granted you the authority to collect these "taxes." There was nothing enclosed with the bill that even attempted to explain these additional charges. However, I was referred to a supervisor because the employee I spoke with could not explain the PHX-CAGRD charge. The supervisor provided an explanation that simply was not understandable.

Since then I have searched the internet and contacted several government agencies to try and discover the

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nature of these new "taxes." The CACRD website indicated that these were annual charges mandated by the State Legislature for replenishment of ground water and were to be paid through our annual property taxes. The Pinal County Treasurer's Office confirmed this in a telephone conversation.

I then contacted the Corporation Commission by telephone and was advised that the Commission did agree that Johnson Utility had the right to be reimbursed by users for the CACRD fees that the Utility was obligated to pay. However, the order issued and docketed on August 25, 2010 clearly stated that Johnson Utility must submit certain documentation on how this fee would be calculated and collected within thirty days to the Commission for its approval before initiating collection of the "tax." A hearing was scheduled on this matter for October 19, 2010 which I attended only to be informed that Johnson Utility had made a last minute request at 4 pm on October 18 to have the matter heard at a later date. At that time a staff member with the Commission informed me that I have every right to protest these CACRD "taxes" since the matter had not been approved by the Commission.

Therefore, I am submitting to you a payment for my utility bill with the \$112.88 CACRD "taxes" withheld until I am notified by the Corporation Commission that your utility has the authority to collect this money. If you have any questions concerning this matter you may feel free to contact me at any time at my home phone which is on file with your company.

Sincerely,

Gary Norris

c.Arizona Corporation Commission
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.
End of Comments

Date Completed: 11/9/2010

Opinion No. 2010 - 90992
